IOT Unified Communication Services - 2016

Who We Are:
An 11-member team that manages Centrex, Telecommunication, IP Telephony and customer call center systems.

Our Mission:
Manage Centrex and Telecommunication systems, sub-systems, vendors, contracts and orders. Manage IP Telephony endpoints, servers, sub-systems, vendors, contracts and orders. Manage customer call center servers, sub-systems, agent software, vendors, contracts and orders.

Department: 493020

Manager: Mike Hicks

When We Were Formed:
Premise-based IP Telephony was established in 2007. Hosted IP Telephony Voice as a Service was established in 2016.ININ Support was established in 2015.

What We Do:
The Unified Communication teams are responsible for IP Telephony, video, WebEx and call centers. The IP voice team completes add/move/changes. It also configures, manages and provides tier 1 (and 2) support for more than 6,500 IP Telephony endpoints, 100+ servers, sub-systems and voice gateways. The IP voice team also performs system hardware and software upgrades. The call center team completes add/moves/changes, It also configures, manages and provides tier 1 (and 2) support for more than 30 customer call center servers, sub-systems, voice gateways and more than 6,500 agents. The call center team also performs systems hardware and software upgrades.

Our Products:

1031	ACD - Enhanced Perimeter	1043	Telephone - Centrex	1173	WebEx
1035	Directory Assistance	1044	Telephone - Remote	1176	UCCx Call Center
1037	Long Distance - switched	1107	Long Distance - dedicated	1183	Interactive Intelligence (ININ)
1038	800 # Service - switched	1108	Non-Contracted Long Distance	1186	Sol VasS
1039	800 # Service - dedicated	1161	Contact Center	1188	Telecom Management Service
1040	Calling Card	1162	IP Phone		
1041	Pagers	1169	Video Bridging		

Our Tools:

CentrexMate	Centrex Phone System Management
ATT Business Direct	Vendor Portal
Proteus Call Reporting	Call Detail Reporting
MS Azure Active Auth	2–Factor Authentication
vFire	Ticket Management and SLA Measurement
Solarwinds NMS	Network Mgt, Alert Mgt\Outage notification, Perf Metric's, Usage\Capacity planning.
Vu-ACD	Perimeter Management Tool

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Tickets: *IP Voice & Call Center*

Resolve customer issues within 16 IOT business hours	90%+ G; 87%+ Y; <87% R

IP Telephony & Call Center Availability:

Capacity/Performance:	99.0%+ G
Capacity/Performance Planning:	98.0%+ G
IP Telephony Servers:	99.9%+ G
Call Center Servers:	99.9%+ G

Our Customers:
Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:
$8.71 million

Recent Major Accomplishments:

- Upgraded four customer call centers and more than 5,300 agents.
- Centralized state agency call center support.
- Upgraded 15+ IP Telephony servers with more than 6,500 IP phone endpoints.
- Completed Voice as a Service (VaaS) RFP, eight-week pilot and contract negotiation.

Current Projects:
- Migrate campus Centrex voice customers to new VaaS solution.
- Upgrade call center staffed by more than 200 agents.